

Enterprise Incident Report February 2012

As of 3/1/2012

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - First Contact Resolution | | | |
|------------------|----------------------|------------------------------|------------------|--|--------|--------|-----------|
| | | | | High | Low | Medium | FCR Total |
| GOED | Application Services | Dustin Crump | iPhone | 0 0 | 0 0 | 1 0 | 1 0 |
| | | | Product Total | 0 0 | 0 0 | 1 0 | 1 0 |
| | | Martin Gonzalez | Novell GroupWise | 1 1 | 0 0 | 0 0 | 1 1 |
| | | | Product Total | 1 1 | 0 0 | 0 0 | 1 1 |
| | | Paul Lundell | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 3 1 | 0 0 | 3 1 |
| | | | Product Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Tony Larsen | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Novell GroupWise | 0 0 | 2 1 | 0 0 | 2 1 |
| | | | Product Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Assigned to Individual Total | | 1 1 | 8 2 | 1 0 | 10 3 |

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| | | | | High | Low | Medium | FCR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|--------|--------|-----------|
| GOED | Capitol Desktop Support | Chad Poll | None | 0 0 | 4 1 | 0 0 | 4 1 |
| | | | State Payroll Time Entry | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | Product Total | 1 0 | 4 1 | 0 0 | 5 1 |
| | | Assigned to Individual Total | | 1 0 | 4 1 | 0 0 | 5 1 |
| | Help Desk | Eileen Dubach | BlackBerry Configuration | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | James Stearns | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 2 2 | 0 0 | 2 2 |
| | | Julie VanBeekum | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Sarah Johnson | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | None | 0 0 | 1 1 | 0 0 | 1 1 |

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| | | | | High | Low | Medium | FCR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|---------|--------|-----------|
| GOED | Help Desk | Vicky Marrelli | Novell GroupWise | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | State Payroll Time Entry | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 3 3 | 0 0 | 3 3 |
| | | Assigned to Individual Total | | 0 0 | 8 7 | 0 0 | 8 7 |
| | | | | | | | |
| | Metro A Desktop Support | Burton Brown | Internet Explorer | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | None | 0 0 | 5 1 | 0 0 | 5 1 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Novell eDirectory | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Product Total | 0 0 | 10 2 | 0 0 | 10 2 |
| | | Kraig Ellis | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Assigned to Individual Total | | 0 0 | 11 3 | 0 0 | 11 3 |
| | | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Novell Client for 32-bit Windows | 0 0 | 1 1 | 0 0 | 1 1 |

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| | | | | High | Low | Medium | FCR Total | |
|------|-------------------|------------------------------|----------------------------------|------------------|-----------|--------|-----------|--------|
| GOED | Metro A Help Desk | Cindy Schroeder | Product Total | 0 0 | 1 1 | 0 0 | 1 1 | |
| | | Ed Conrad | Novell Client for 32-bit Windows | 0 0 | 1 1 | 0 0 | 1 1 | |
| | | | State Payroll Time Entry | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | Product Total | 0 0 | 2 1 | 0 0 | 2 1 | |
| | | Liz Evans | None | 0 0 | 1 1 | 0 0 | 1 1 | |
| | | | Utah Master Directory | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | Product Total | 0 0 | 2 1 | 0 0 | 2 1 | |
| | | | Assigned to Individual Total | | 0 0 | 5 3 | 0 0 | 5 3 |
| | | Security | Bart Grant | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Assigned to Individual Total | | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Voice/Data/WAN Services | Spencer Blodgett | Telephone | 0 0 | 1 0 | 0 0 |
| | | Product Total | | | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 1 0 | 0 0 | 1 0 | |

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| | | High | Low | Medium | FCR Total |
|------------------------|------------------------|--------|----------|--------|-----------|
| GOED | Customer Company Total | 2 1 | 39 16 | 1 0 | 42 17 |
| Customer Company Total | | 2 1 | 39 16 | 1 0 | 42 17 |

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GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - Missed Initial Response | | | |
|---------------------|-------------------------|------------------------------|---------------------|---|-----|--------|-----------|
| | | | | High | Low | Medium | MIR Total |
| GOED | Application Services | Dustin Crump | iPhone | 0 | 0 | 1 | 1 |
| | | | | 0 | 0 | 1 | 1 |
| | | | Product Total | 0 | 0 | 1 | 1 |
| | | | | 0 | 0 | 1 | 1 |
| | | Martin Gonzalez | Novell GroupWise | 1 | 0 | 0 | 1 |
| | | | | 0 | 0 | 0 | 0 |
| | | | Product Total | 1 | 0 | 0 | 1 |
| | | | | 0 | 0 | 0 | 0 |
| | | Paul Lundell | None | 0 | 1 | 0 | 1 |
| | | | | 0 | 0 | 0 | 0 |
| | | | Novell GroupWise | 0 | 3 | 0 | 3 |
| | | | | 0 | 1 | 0 | 1 |
| | | | Product Total | 0 | 4 | 0 | 4 |
| | | | | 0 | 1 | 0 | 1 |
| | | Tony Larsen | None | 0 | 2 | 0 | 2 |
| | | | | 0 | 1 | 0 | 1 |
| | | | Novell GroupWise | 0 | 2 | 0 | 2 |
| | | | | 0 | 0 | 0 | 0 |
| | | | Product Total | 0 | 4 | 0 | 4 |
| | | | | 0 | 1 | 0 | 1 |
| | | Assigned to Individual Total | | 1 | 8 | 1 | 10 |
| | | | | 0 | 2 | 1 | 3 |

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| | | | | High | Low | Medium | MIR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|--------|--------|-----------|
| GOED | Capitol Desktop Support | Chad Poll | None | 0 0 | 4 0 | 0 0 | 4 0 |
| | | | State Payroll Time Entry | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | Product Total | 1 0 | 4 0 | 0 0 | 5 0 |
| | | Assigned to Individual Total | | 1 0 | 4 0 | 0 0 | 5 0 |
| | Help Desk | Eileen Dubach | BlackBerry Configuration | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Julie VanBeekum | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Sarah Johnson | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | None | 0 0 | 1 0 | 0 0 | 1 0 |

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GOED

| | | | | High | Low | Medium | MIR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|---------|--------|-----------|
| GOED | Help Desk | Vicky Marrelli | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | State Payroll Time Entry | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | | | | | |
| | Metro A Desktop Support | Burton Brown | Internet Explorer | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | None | 0 0 | 5 0 | 0 0 | 5 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell eDirectory | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 2 1 | 0 0 | 2 1 |
| | | | Product Total | 0 0 | 10 1 | 0 0 | 10 1 |
| | | Kraig Ellis | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 11 1 | 0 0 | 11 1 |
| | | | | | | | |
| | Metro A Help Desk | Cindy Schroeder | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |

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GOED

| | | | | High | Low | Medium | MIR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|--------|--------|-----------|
| GOED | Metro A Help Desk | Cindy Schroeder | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ed Conrad | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | State Payroll Time Entry | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Liz Evans | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Utah Master Directory | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | | 0 0 | 5 0 | 0 0 | 5 0 |
| | Security | Bart Grant | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Voice/Data/WAN Services | Spencer Blodgett | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 1 0 | 0 0 | 1 0 |

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| | | High | Low | Medium | MIR Total |
|------------------------|------------------------|------|-----|--------|-----------|
| GOED | Customer Company Total | 20 | 393 | 11 | 424 |
| Customer Company Total | | 20 | 393 | 11 | 424 |

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GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number -Average time in hours | | | |
|------------------|----------------------|------------------------------|------------------|--|-----------|-----------|-------------|
| | | | | High | Low | Medium | ATTIR Total |
| GOED | Application Services | Dustin Crump | iPhone | 0 0.00 | 0 0.00 | 1 1.10 | 1 1.10 |
| | | | Product Total | 0 0.00 | 0 0.00 | 1 1.10 | 1 1.10 |
| | | Martin Gonzalez | Novell GroupWise | 1 0.09 | 0 0.00 | 0 0.00 | 1 0.09 |
| | | | Product Total | 1 0.09 | 0 0.00 | 0 0.00 | 1 0.09 |
| | | Paul Lundell | None | 0 0.00 | 1 0.83 | 0 0.00 | 1 0.83 |
| | | | Novell GroupWise | 0 0.00 | 3 0.85 | 0 0.00 | 3 0.85 |
| | | | Product Total | 0 0.00 | 4 0.85 | 0 0.00 | 4 0.85 |
| | | Tony Larsen | None | 0 0.00 | 2 1.00 | 0 0.00 | 2 1.00 |
| | | | Novell GroupWise | 0 0.00 | 2 0.22 | 0 0.00 | 2 0.22 |
| | | | Product Total | 0 0.00 | 4 0.61 | 0 0.00 | 4 0.61 |
| | | Assigned to Individual Total | | 1 0.09 | 8 0.73 | 1 1.10 | 10 0.70 |

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| | | | | High | Low | Medium | ATTIR Total |
|------|-------------------------|------------------------------|----------------------------------|-----------|-----------|-----------|-------------|
| GOED | Capitol Desktop Support | Chad Poll | None | 0 0.00 | 4 0.28 | 0 0.00 | 4 0.28 |
| | | | State Payroll Time Entry | 1 0.04 | 0 0.00 | 0 0.00 | 1 0.04 |
| | | | Product Total | 1 0.04 | 4 0.28 | 0 0.00 | 5 0.23 |
| | | Assigned to Individual Total | | 1 0.04 | 4 0.28 | 0 0.00 | 5 0.23 |
| | Help Desk | Eileen Dubach | BlackBerry Configuration | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | James Stearns | None | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | | | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 2 0.06 | 0 0.00 | 2 0.06 |
| | | Julie VanBeekum | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Sarah Johnson | None | 0 0.00 | 1 0.30 | 0 0.00 | 1 0.30 |
| | | | Product Total | 0 0.00 | 1 0.30 | 0 0.00 | 1 0.30 |
| | | Vicky Marrelli | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |

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| | | | | High | Low | Medium | ATTIR Total |
|------|-------------------------|------------------------------|----------------------------------|-----------|------------|-----------|-------------|
| GOED | Help Desk | Vicky Marrelli | Novell GroupWise | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | State Payroll Time Entry | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | Assigned to Individual Total | | 0 0.00 | 8 0.05 | 0 0.00 | 8 0.05 |
| | Metro A Desktop Support | Burton Brown | Internet Explorer | 0 0.00 | 1 0.01 | 0 0.00 | 1 0.01 |
| | | | None | 0 0.00 | 5 0.09 | 0 0.00 | 5 0.09 |
| | | | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Novell eDirectory | 0 0.00 | 1 0.02 | 0 0.00 | 1 0.02 |
| | | | Novell GroupWise | 0 0.00 | 2 0.60 | 0 0.00 | 2 0.60 |
| | | | Product Total | 0 0.00 | 10 0.17 | 0 0.00 | 10 0.17 |
| | | Kraig Ellis | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | | 0 0.00 | 11 0.15 | 0 0.00 | 11 0.15 |
| | Metro A Help Desk | Cindy Schroeder | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |

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| | | | | High | Low | Medium | ATTIR Total |
|------|-------------------------|------------------------------|----------------------------------|-----------|-----------|-----------|-------------|
| GOED | Metro A Help Desk | Cindy Schroeder | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Ed Conrad | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | State Payroll Time Entry | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Liz Evans | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Utah Master Directory | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | | 0 0.00 | 5 0.00 | 0 0.00 | 5 0.00 |
| | Security | Bart Grant | None | 0 0.00 | 2 0.08 | 0 0.00 | 2 0.08 |
| | | | Product Total | 0 0.00 | 2 0.08 | 0 0.00 | 2 0.08 |
| | | Assigned to Individual Total | | 0 0.00 | 2 0.08 | 0 0.00 | 2 0.08 |
| | Voice/Data/WAN Services | Spencer Blodgett | Telephone | 0 0.00 | 1 0.22 | 0 0.00 | 1 0.22 |
| | | | Product Total | 0 0.00 | 1 0.22 | 0 0.00 | 1 0.22 |
| | | Assigned to Individual Total | | 0 0.00 | 1 0.22 | 0 0.00 | 1 0.22 |

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| | | High | Low | Medium | ATTIR Total |
|------------------------|----------------------|-----------|------------|-----------|-------------|
| GOED | Assigned Group Total | 2 0.06 | 39 0.24 | 1 1.10 | 42 0.25 |
| Customer Company Total | | 2 0.06 | 39 0.24 | 1 1.10 | 42 0.25 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - Missed Resolution | | | |
|---------------------|-------------------------|------------------------------|---------------------|---|--------|--------|----------|
| | | | | High | Low | Medium | MR Total |
| GOED | Application Services | Dustin Crump | iPhone | 0 0 | 0 0 | 1 0 | 1 0 |
| | | | Product Total | 0 0 | 0 0 | 1 0 | 1 0 |
| | | Martin Gonzalez | Novell GroupWise | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | Product Total | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Paul Lundell | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 3 1 | 0 0 | 3 1 |
| | | | Product Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Tony Larsen | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Novell GroupWise | 0 0 | 2 1 | 0 0 | 2 1 |
| | | | Product Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Assigned to Individual Total | | 1 0 | 8 2 | 1 0 | 10 2 |

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| | | | | High | Low | Medium | MR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|--------|--------|----------|
| GOED | Capitol Desktop Support | Chad Poll | None | 0 0 | 4 0 | 0 0 | 4 0 |
| | | | State Payroll Time Entry | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | Product Total | 1 0 | 4 0 | 0 0 | 5 0 |
| | | Assigned to Individual Total | | 1 0 | 4 0 | 0 0 | 5 0 |
| | Help Desk | Eileen Dubach | BlackBerry Configuration | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | James Stearns | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Julie VanBeekum | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Sarah Johnson | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Vicky Marrelli | None | 0 0 | 1 0 | 0 0 | 1 0 |

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| | | | | High | Low | Medium | MR Total | |
|------|-------------------------|------------------------------|----------------------------------|----------------------------------|---------|---------|----------|---------|
| GOED | Help Desk | Vicky Marrelli | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | State Payroll Time Entry | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | Product Total | 0 0 | 3 0 | 0 0 | 3 0 | |
| | | Assigned to Individual Total | | | 0 0 | 8 0 | 0 0 | 8 0 |
| | Metro A Desktop Support | Burton Brown | Internet Explorer | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | None | 0 0 | 5 0 | 0 0 | 5 0 | |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 1 | 0 0 | 1 1 | |
| | | | Novell eDirectory | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | Novell GroupWise | 0 0 | 2 0 | 0 0 | 2 0 | |
| | | | Product Total | 0 0 | 10 1 | 0 0 | 10 1 | |
| | | Kraig Ellis | None | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 | |
| | | Assigned to Individual Total | | | 0 0 | 11 1 | 0 0 | 11 1 |
| | | Metro A Help Desk | Cindy Schroeder | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |

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| | | | | High | Low | Medium | MR Total |
|------|-------------------------|------------------------------|----------------------------------|--------|--------|--------|----------|
| GOED | Metro A Help Desk | Cindy Schroeder | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ed Conrad | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | State Payroll Time Entry | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Liz Evans | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Utah Master Directory | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | | 0 0 | 5 0 | 0 0 | 5 0 |
| | Security | Bart Grant | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Voice/Data/WAN Services | Spencer Blodgett | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 1 0 | 0 0 | 1 0 |

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| | | High | Low | Medium | MR Total |
|------------------------|----------------------|--------|---------|--------|----------|
| GOED | Assigned Group Total | 2 0 | 39 3 | 1 0 | 42 3 |
| Customer Company Total | | 2 0 | 39 3 | 1 0 | 42 3 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
|------------------|----------------------|------------------------------|------------------|---|-------------|-----------|--------------|
| | | | | High | Low | Medium | ATTR Total |
| GOED | Application Services | Dustin Crump | iPhone | 0 0.00 | 0 0.00 | 1 1.13 | 1 1.13 |
| | | | Product Total | 0 0.00 | 0 0.00 | 1 1.13 | 1 1.13 |
| | | Martin Gonzalez | Novell GroupWise | 1 2.11 | 0 0.00 | 0 0.00 | 1 2.11 |
| | | | Product Total | 1 2.11 | 0 0.00 | 0 0.00 | 1 2.11 |
| | | Paul Lundell | None | 0 0.00 | 1 1.34 | 0 0.00 | 1 1.34 |
| | | | Novell GroupWise | 0 0.00 | 3 460.29 | 0 0.00 | 3 460.29 |
| | | | Product Total | 0 0.00 | 4 345.55 | 0 0.00 | 4 345.55 |
| | | Tony Larsen | None | 0 0.00 | 2 1.91 | 0 0.00 | 2 1.91 |
| | | | Novell GroupWise | 0 0.00 | 2 8.02 | 0 0.00 | 2 8.02 |
| | | | Product Total | 0 0.00 | 4 4.96 | 0 0.00 | 4 4.96 |
| | | Assigned to Individual Total | | 1 2.11 | 8 175.26 | 1 1.13 | 10 140.53 |

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| | | | | High | Low | Medium | ATTR Total |
|------|-------------------------|------------------------------|----------------------------------|-----------|-----------|-----------|------------|
| GOED | Capitol Desktop Support | Chad Poll | None | 0 0.00 | 4 0.96 | 0 0.00 | 4 0.96 |
| | | | State Payroll Time Entry | 1 0.35 | 0 0.00 | 0 0.00 | 1 0.35 |
| | | | Product Total | 1 0.35 | 4 0.96 | 0 0.00 | 5 0.84 |
| | | Assigned to Individual Total | | 1 0.35 | 4 0.96 | 0 0.00 | 5 0.84 |
| | Help Desk | Eileen Dubach | BlackBerry Configuration | 0 0.00 | 1 | 0 0.00 | 1 |
| | | | Product Total | 0 0.00 | 1 | 0 0.00 | 1 |
| | | James Stearns | None | 0 0.00 | 1 0.12 | 0 0.00 | 1 0.12 |
| | | | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 2 0.06 | 0 0.00 | 2 0.06 |
| | | Julie VanBeekum | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Sarah Johnson | None | 0 0.00 | 1 0.45 | 0 0.00 | 1 0.45 |
| | | | Product Total | 0 0.00 | 1 0.45 | 0 0.00 | 1 0.45 |
| | | Vicky Marrelli | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |

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GOED

| | | | | High | Low | Medium | ATTR Total |
|------|-------------------------|-------------------------------------|----------------------------------|-----------|------------|-----------|------------|
| GOED | Help Desk | Vicky Marrelli | Novell GroupWise | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | State Payroll Time Entry | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | Assigned to Individual Total | | 0 0.00 | 8 0.08 | 0 0.00 | 8 0.08 |
| | Metro A Desktop Support | Burton Brown | Internet Explorer | 0 0.00 | 1 0.16 | 0 0.00 | 1 0.16 |
| | | | None | 0 0.00 | 5 0.34 | 0 0.00 | 5 0.34 |
| | | | Novell Client for 32-bit Windows | 0 0.00 | 1 6.69 | 0 0.00 | 1 6.69 |
| | | | Novell eDirectory | 0 0.00 | 1 0.04 | 0 0.00 | 1 0.04 |
| | | | Novell GroupWise | 0 0.00 | 2 0.61 | 0 0.00 | 2 0.61 |
| | | | Product Total | 0 0.00 | 10 0.98 | 0 0.00 | 10 0.98 |
| | | Kraig Ellis | None | 0 0.00 | 1 0.26 | 0 0.00 | 1 0.26 |
| | | | Product Total | 0 0.00 | 1 0.26 | 0 0.00 | 1 0.26 |
| | | Assigned to Individual Total | | 0 0.00 | 11 0.92 | 0 0.00 | 11 0.92 |
| | Metro A Help Desk | Cindy Schroeder | Novell Client for 32-bit Windows | 0 0.00 | 1 0.07 | 0 0.00 | 1 0.07 |

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GOED

| | | | | High | Low | Medium | ATTR Total |
|------|-------------------------|------------------------------|----------------------------------|-----------|-----------|-----------|------------|
| GOED | Metro A Help Desk | Cindy Schroeder | Product Total | 0 0.00 | 1 0.07 | 0 0.00 | 1 0.07 |
| | | Ed Conrad | Novell Client for 32-bit Windows | 0 0.00 | 1 0.09 | 0 0.00 | 1 0.09 |
| | | | State Payroll Time Entry | 0 0.00 | 1 1.85 | 0 0.00 | 1 1.85 |
| | | | Product Total | 0 0.00 | 2 0.97 | 0 0.00 | 2 0.97 |
| | | Liz Evans | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Utah Master Directory | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | | | 0 0.00 | 5 0.50 | 0 0.00 |
| | Security | Bart Grant | None | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | | Product Total | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Assigned to Individual Total | | | 0 0.00 | 2 0.00 | 0 0.00 |
| | Voice/Data/WAN Services | Spencer Blodgett | Telephone | 0 0.00 | 1 0.48 | 0 0.00 | 1 0.48 |
| | | | Product Total | 0 0.00 | 1 0.48 | 0 0.00 | 1 0.48 |
| | | Assigned to Individual Total | | | 0 0.00 | 1 0.48 | 0 0.00 |

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As of 3/1/2012

GOED

| | | High | Low | Medium | ATTR Total |
|------------------------|----------------------|-----------|-------------|-----------|-------------|
| GOED | Assigned Group Total | 2 1.23 | 39 40.54 | 1 1.13 | 42 37.44 |
| Customer Company Total | | 2 1.23 | 39 40.54 | 1 1.13 | 42 37.44 |

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As of 3/1/2012

| |
|------|
| GOED |
|------|

Detail

| | | | | | | |
|------------------------|-------------------------|---------------------|-----------|----------------------------------|-----------------|---------|
| INC000000334954 | Trevor Snarr | Application | Error | Novell GroupWise | TIR Missed: Yes | 1.82 |
| | Application Services | Paul Lundell | GOED | Low Closed | TTR Missed: Yes | 1371.83 |
| INC000000452843 | Amy Hamblin | None | None | None | TIR Missed: No | 0.83 |
| | Application Services | Paul Lundell | GOED | Low Closed | TTR Missed: No | 1.34 |
| INC000000453273 | Marie Magre | Mobile Devices | None | BlackBerry Configuration | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | GOED | Low Closed | TTR Missed: No | |
| INC000000453568 | Amy Hamblin | None | None | None | TIR Missed: Yes | 1.99 |
| | Application Services | Tony Larsen | GOED | Low Closed | TTR Missed: No | 2.30 |
| INC000000455462 | Gary Harter | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Application Services | Tony Larsen | GOED | Low Closed | TTR Missed: Yes | 11.77 |
| INC000000457616 | David M Williams | Application | Error | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | GOED | Low Closed | TTR Missed: No | 0.00 |
| INC000000457635 | David M Williams | Application | Reporting | State Payroll Time Entry System | TIR Missed: No | 0.04 |
| | Capitol Desktop Support | Chad Poll | GOED | High Closed | TTR Missed: No | 0.35 |
| INC000000457788 | Fred Lange | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | GOED | Low Closed | TTR Missed: No | 0.00 |
| INC000000458705 | Jonnie Wilkinson | Application | Password | Novell GroupWise | TIR Missed: No | 0.03 |
| | Metro A Desktop Support | Burton Brown | GOED | Low Closed | TTR Missed: No | 0.04 |
| INC000000458818 | Sue Watson | None | None | None | TIR Missed: No | 0.02 |
| | Metro A Desktop Support | Burton Brown | GOED | Low Closed | TTR Missed: No | 0.03 |
| INC000000459632 | Ariel Briggs | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | GOED | Low Closed | TTR Missed: No | 0.09 |
| INC000000460059 | Derek Mellus | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | GOED | Low Closed | TTR Missed: No | 0.00 |
| INC000000460552 | Amy Hamblin | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Application Services | Tony Larsen | GOED | Low Closed | TTR Missed: No | 1.51 |
| INC000000460715 | Ariel Briggs | Application | Error | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | GOED | Low Closed | TTR Missed: No | 1.85 |
| INC000000461261 | Ricky Flores | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | GOED | Low Closed | TTR Missed: No | 0.00 |
| INC000000461789 | Jonnie Wilkinson | Application | Error | Internet Explorer | TIR Missed: No | 0.01 |
| | Metro A Desktop Support | Burton Brown | GOED | Low Closed | TTR Missed: No | 0.16 |

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GOED

| | | | | | | | |
|------------------------|-------------------------|------------------|--------------|----------------------------------|----------|-----------------|------|
| INC000000461848 | Winston Wilkinson | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462006 | Sharon Cox | PC/Laptop | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | GOED | Low | Closed | TTR Missed: No | 0.07 |
| INC000000462014 | Amy Hamblin | Application | Error | Novell GroupWise | | TIR Missed: No | 0.45 |
| | Application Services | Tony Larsen | GOED | Low | Resolved | TTR Missed: No | 4.26 |
| INC000000462691 | Derek Mellus | Mobile Devices | None | None | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | GOED | Low | Closed | TTR Missed: No | 0.00 |
| INC000000463139 | Lorraine Daly | None | None | None | | TIR Missed: No | 0.63 |
| | Capitol Desktop Support | Chad Poll | GOED | Low | Closed | TTR Missed: No | 1.63 |
| INC000000463561 | Ben Dodds | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Chad Poll | GOED | Low | Closed | TTR Missed: No | 0.00 |
| INC000000463960 | Christopher Conabee | Mobile Devices | Error | iPhone | | TIR Missed: Yes | 1.10 |
| | Application Services | Dustin Crump | GOED | Medium | Resolved | TTR Missed: No | 1.13 |
| INC000000464055 | Greg Slater | Application | None | Novell GroupWise | | TIR Missed: Yes | 1.18 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: No | 1.18 |
| INC000000464305 | Fred Lange | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: No | 0.81 |
| INC000000464506 | David Bradford | Network | Password | Novell eDirectory | | TIR Missed: No | 0.02 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: No | 0.04 |
| INC000000464873 | Sharon Foard | Application | Password | Novell GroupWise | | TIR Missed: No | 0.05 |
| | Application Services | Paul Lundell | GOED | Low | Resolved | TTR Missed: No | 5.91 |
| INC000000465323 | Tamy Dayley | Application | Reporting | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | GOED | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465649 | David M Williams | Application | Error | Novell GroupWise | | TIR Missed: No | 0.09 |
| | Application Services | Martin Gonzalez | GOED | High | Resolved | TTR Missed: No | 2.11 |
| INC000000466202 | Chad Davis | Application | None | Novell GroupWise | | TIR Missed: No | 0.69 |
| | Application Services | Paul Lundell | GOED | Low | Resolved | TTR Missed: No | 3.13 |
| INC000000466332 | Chad Davis | None | None | None | | TIR Missed: No | 0.12 |
| | Help Desk | James Stearns | GOED | Low | Resolved | TTR Missed: No | 0.12 |
| INC000000466565 | Marshall Moore | None | None | None | | TIR Missed: No | 0.30 |
| | Help Desk | Sarah Johnson | GOED | Low | Resolved | TTR Missed: No | 0.45 |
| INC000000466677 | Barbara Bloedorn | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.22 |
| | Voice/Data/WAN Services | Spencer Blodgett | GOED | Low | Resolved | TTR Missed: No | 0.48 |

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GOED

| | | | | | | | |
|------------------------|-------------------------|--------------|-------------|----------------------------------|----------|-----------------|------|
| INC000000466983 | Suzanne Redington | None | None | None | | TIR Missed: No | 0.43 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: No | 0.43 |
| INC000000466983 | Suzanne Redington | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: No | 0.43 |
| INC000000467216 | Diane Wilson | PC/Laptop | Performance | None | | TIR Missed: No | 0.29 |
| | Capitol Desktop Support | Chad Poll | GOED | Low | Resolved | TTR Missed: No | 1.48 |
| INC000000468054 | Dave Hansford | Application | Error | None | | TIR Missed: No | 0.19 |
| | Capitol Desktop Support | Chad Poll | GOED | Low | Resolved | TTR Missed: No | 0.72 |
| INC000000468383 | Michael Sullivan | None | None | None | | TIR Missed: No | 0.16 |
| | Security | Bart Grant | GOED | Low | Resolved | TTR Missed: No | |
| INC000000468383 | Michael Sullivan | None | None | None | | TIR Missed: No | 0.00 |
| | Security | Bart Grant | GOED | Low | Resolved | TTR Missed: No | |
| INC000000468386 | Robbin Williams | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Burton Brown | GOED | Low | Resolved | TTR Missed: Yes | 6.69 |
| INC000000469231 | Robbin Williams | Network | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | GOED | Low | Resolved | TTR Missed: No | |
| INC000000469963 | Fred Lange | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Kraig Ellis | GOED | Low | Resolved | TTR Missed: No | 0.26 |